

## CHAPTER 12 VOLUNTEER SERVICES

[Prior to 2/11/87, Human Services[498]]

### PREAMBLE

The department of human services' volunteer program is designed as a method of enhancing services provided to Iowans who reside in state institutions and to those who experience personal economic and social problems in order to relieve their constraining conditions and develop and enhance their individual productivity and family life.

Examples of roles volunteers assume include parent aides, friendly visitors, commodity distributors, clerical assistants, and medical transporters. The program allows services to be delivered in a manner most appropriate for individual counties and institutions, recognizing that the needs for volunteer services vary from county to county and from institution to institution.

**441—12.1(234) Definition.** "Volunteer" means a person registered with the department who provides services to clients without wages.

**441—12.2(234) Allocation of block grant funds.** Volunteer services in the eight department districts are funded with federal social services block grant funds and state-appropriated funds. An equal amount of money is allocated to each district. Costs incurred in providing volunteer services to the department's nine institutions are included in the institution's budgets and are not block grant funds.

The districts enter into administrative support contracts either with individuals or agencies to recruit volunteers to assist the department in service delivery. Rules governing these contracts are found in rule 441—150.5(234).

### **441—12.3(234) Requirements for volunteers.**

**12.3(1)** Individuals wanting to become volunteers for the department must complete Form 470-0649, Volunteer Application, to apply, and Form 470-2347, Volunteer Registration, upon approval. Groups wanting to become volunteers must complete Form 470-2071, Volunteer Group Application and Registration.

**12.3(2)** Prospective volunteers must agree to have the references they list on the application checked by the department.

**12.3(3)** Volunteers must attend orientation and training for the volunteer position.

**12.3(4)** All volunteers must comply with the confidentiality requirements of the department. Breach of confidentiality is a violation of the criminal law and reason for immediate termination as a departmental volunteer.

**12.3(5)** The volunteers are expected to adhere to the general rules and regulations in the local offices in which they may be working, such as hours of work and completing reports. Failure to comply with the rules and regulations may lead to dismissal as a volunteer.

**441—12.4(234) Volunteer service programs.** Programs for the use of volunteer services may be established by the district administrator, county director, and institution superintendent or their designees to broaden and strengthen the delivery of services to department clients. Volunteers may be used to supplement, but not to take the place of, personnel whose services are obtained through the usual employment procedures.

**441—12.5(234) Services and benefits available to volunteers.**

**12.5(1)** Volunteers are entitled to liability protection on the same basis as state employees under Iowa Code chapter 669.

**12.5(2)** Volunteers may also be provided other benefits which would be set forth in the district's volunteer contract or in the institution's volunteer handbook.

These rules are intended to implement Iowa Code section 234.6.

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